

## DCC Procedures Statement of Work

### Questions and Answers

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**Question:** Is the proposal due on Nov 5 or 8?

Page 8 says: Proposal Submission Instructions

1. Submit proposal and resume(s) via e-mail to paul.cavallo@state.mn.us by 4:00 PM CST on 11/05/2010.

While Page 7 says:

Proposals due 11/08/2010, Time 4:00PM CST emailed to paul.cavallo@state.mn.us Subject Line: DCC Procedures SOW Proposal

**Answer:** The proposals are due **11/08/2010** 4:00PM Central Time

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**Question:** Would you please state which forms are required? This wasn't spelled out in the SOW.

**Answer:** Required forms to be returned or additional provisions that must be included in proposal

- a) Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- b) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- c) Immigration Status Certification (if over \$50,000)  
<http://www.mmd.admin.state.mn.us/doc/immstatcert.doc>
- d) Location of Service Disclosure  
<http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc>
- e) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- f) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

Interested vendors can link to these and send them in with their proposal.

The selected/awarded vendor will have to fill out the "Work Order" and "Service Log" that is already attached to the SOW.

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**Question:** Are the references being requested candidate references or company references?

**Answer:** The requested references are candidate references.

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**Question:** What are the criteria or plans for the possible 6 month extension noted at the beginning of the document?

**Answer:** An assessment will be made prior to 12/31/2010 regarding budget and deliverables and the contract could be extended as-needed.

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**Question:** The following is on page 4 – Business Requirements: This seems to indicate that the vendor could be responsible for creating/updating up to 4 different sets of procedures to handle the needs of the 2 – 4 data centers noted. If OET is looking for consistency and cost management, don't you want one and only one set of procedures and training materials created?

- a. 6) There will be between 2 and 4 Data Center Facilities requiring procedures.
- b. 7) The Procedures will be as consistent as possible across all Data Center Facilities

**Answer:** As stated in the SOW, our goal is to make the procedures as consistent as possible and try to be able to utilize the same procedures for all Data Centers.

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**Question:** Some of the suggested procedures listed (see list below) could be quite substantial to define if they do not exist, and not fit within the 6 calendar week timeline. Do the following noted procedures exist, and require review and update, or are they needed and require to be designed and developed?

**Incident Management – Co-Location**  
**Change Management – Co-Location**  
**Data Center Capacity Management – Co-Location**  
**Service Request and Fulfillment Workflow Diagram**  
**Asset and Configuration Management – Co-Location**  
**Disaster Recovery for a Facility Disaster**

**Answer:** OET is in the process of gathering the procedures for the contractor to review and update. The contractors may need to interview various subject matter experts in order to update and apply best practices to the procedures.

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**Question:** The contract is expected to complete all deliverables by 12/31/2010. With the normal holidays within this project period, access to OET SME could be an issue, both at the start of the project to access to existing procedures and materials, and the end of the project for final reviews and sign-off. Does any flexibility exist with the proposed deadlines?

**Answer:** The goal is to complete all work by 12/31/2010.

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**Question:** Is any travel outside the Metro area involved? If yes, where to? Very tight time schedule, so looking to understand if potential work time could be lost, as well as managing travel expenses which are listed not to be reimbursed.

**Answer:** Travel outside of the metro area is not anticipated.

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**Question:** Can you provide an inventory or index of existing Data Center Operations Procedures in use by OET? Speaks to what needs review/update VS. define/develop.

**Answer:** OET is currently gathering the procedures outlined in the Project Deliverables section of the Statement of Work that will be reviewed and updated.

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**Question:** Page 6 makes reference to OET's EDMS infrastructure. Could you please offer a brief description of what this refers to?

**Answer:** OET will work with the contractors to ensure that procedures are updated in the standard OET format and published in OET's Process and Controls Library.

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**Question:** Regarding the Prohibition on Future Work. Please provide some examples or clarification as to what type of future work would be considered pursuant to this SOW and prohibited.

**Answer:** The RFP states:

*OET is seeking two Business Analysts through 12/31/2010, with the option to extend for six months, to gather requirements for, and leverage existing standards, etc., to apply industry best practices to update/document Standards, Procedures, Process Flow Diagrams, RACI Matrices and applicable Training Material for managing the day-to-day operations of Data Center Facilities.*

The RFP also states:

*The successful respondent will be precluded from participating (as a contractor, subcontractor, or consultant) in any future solicitations and contracts for the design, build, and implementation of any State Data Center Facilities resulting from the work performed pursuant to this SOW, unless such work for the state is substantially similar to that being performed under this SOW.*

That stated, selected contractors will be permitted to provide future services related to "industry best practices to update/document Standards, Procedures, Process Flow Diagrams, RACI Matrices and applicable Training Material for managing the day-to-day operations of Data Center Facilities." Selected contractors will be precluded from providing implementation services resulting directly from the services provided under this RFP.

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**Question:** Also, how long would that prohibition be applicable?

**Answer:** Selected contractors will be precluded from providing implementation services resulting directly from the services provided under this RFP until the conclusion of the resulting implementation process.

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